

I am a current & very frustrated Comcast subscriber. For the past several months, Comcast has notified me on my bills to contact them 1 month before my current contract expires to work out a new bundle deal for the coming year.

I did as Comcast instructed and was told by a Comcast representative that I would get my current bundle in my new contract for 1 year, for 5 dollars more a month. Expecting a huge increase for a new contract, I was surprised and satisfied with this deal. The Comcast representative told me (after their bills implied otherwise) that I was a month early to work out a new bundle and gave me the exact dates to call back for my new "quoted" priced bundle. The exact dates were May 10, 2010-May 13, 2010. It was explained to me it was VERY IMPORTANT to call within these 3 days or my new bill would go way up because my current contract would run out and I would not be receiving a contract discount bundle price any longer.

Before I made this initial call, I did a lot of research on other companies with the thoughts that Comcast was going to go up significantly on me like they always have in the past.

I researched AT&T and Direct Tv. I found a much more appealing deal with Direct Tv than I currently had with Comcast for much less. A lot more service and channels for less than I was paying so I was ready to switch companies.

When I first received Comcast several years ago, I had a terrible time getting the computer part of my bundle working correctly. Comcast service came out no less than 5 times the first year. The service person always left doing nothing telling me that "The problem was somewhere inside of my home such as my router" so the problem was not their responsibility. After buying new routers and trying many other things, I once again had Comcast come out.

This service person found the problem was the responsibility of Comcast. After climbing up on the outside pole, (which no prior Comcast service person ever attempted)

he found the problem was THEIR burnt out circuit on the pole. He also mentioned I was the very last house on the PC connection, and he thought there was not enough power reaching my home for any computer to work properly. After this 6th visit and a bit over a year with minimal or no computer service, Comcast finally resolved my problem.

Even though I did find a much better deal with Direct Tv, I in no way was looking forward to switching to anyone else's infrastructure inside my home after going through a year long nightmare with Comcast infrastructure.

As I stated earlier, I was more than happy with the 5 dollar increase per month vs. another possible nightmare with Direct Tv.

I called Comcast back within the EXACT dates that they earlier instructed me to do. I was told at this time that Comcast was not offering any type of discount bundle to existing customers. I was informed the only deals they were offering anyone, were for brand new customers. The customer service rep. gave me my new price which I would receive the new bill within days. It was not a 5 dollar increase but a 55 dollar per month increase. I was very angry and confused and asked to talk to a manager. A manager did come on the line of the phone and confirmed everything that the service person told me. I would not get the promised bundle deal, or even a contract. I would be a subscriber with Comcast

without a contract or any discounts that were being offered to new customers . My Comcast bill came a day or two after this conversation and the bill was already up 55 dollars.I was wondering why I couldn't have worked out a contract when the bill told me to and Comcast told me "I was a mo!

nth too early" After all, I still would have recieved this much higher bill even if i waited(as insructed) to call back and work out a deal between May 10 & May 13.

I still have Comcast and have started my reseach once again for a better deal. I would have never stopped my research or my dialouge with Direct Tv if I had Known I was going to be decieved by COMCAST.

I have NEVER,EVER had a good expierince with Comcast in the 6 years I have recieved their service. Their service is the worse I have ever seen from ANY company I have ever dealt with. Thier bill from year to year seem to go up dramatically. A 55 dollar increase per month for the same service is totally unbelievable to me. I use to rent and I never even had an apartment go up that much from 1 year to another. I HONESTLY FEEL COMCAST IS THE MOST DISHONEST,DECEPTIVE AND INCOMPETENT company in the United States Of America. I have also never dealt with a company that hits the consumer so hard year after year with raised prices. I was always under the impression that with new technology, that the new technology would be more expensive than the old, but the old tecnology should actually stay the same or go down in price Exactly how the computer or televisions or cars or almost anything else u can think of does.Comcast comes out with new bundles such as high definition bundles and c!

harges much more. They do give u the choice to stay with the old technology but they also go up an equal amount on their old technology. This just makes me very angry ,and it does not suprise me that I know of NO ONE subscriber to COMCAST that has ever had a pleasant experince with them.Most people in my area are Comcast subscribers because the choice of service here is limited.

AT&T has had UVERSE in other area's for quite some time now, but just recently started offering that service here.

Not only do I feel this merger between Comcast and NBC should be stopped, I feel Comcast should be investigated for deception and corruption in the way they do buisness.

Thank U

David A Cassidy

31 Maynard Street

Middletown,CT 06457

Machine1Ct@aol.com

(860)788-2629